

Restart a Frozen iPad

Press and hold both the sleep and home buttons for about 10 to 15 seconds (ignore the red slider if it appears) after which the apple logo should appear - you won't lose any content, it's the ipad equivalent of a reboot. Holding down the home and sleep buttons will do a forced restart on your device.

If that does not resolve your issue, please submit a workorder.

<https://www.youtube.com/embed/ggbXgALbARI>

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